



June 30, 2023

PUBLIC RELEASE:

Covington-Newton County 911 center attained international accreditation through the Commission on Accreditation for Law Enforcement (CALEA), in 2006. CALEA accreditation is a voluntary process that facilitates our agency's commitment to professional excellence. Being accredited signifies that our agency operates according to specific standards that meet internationally accepted best practices for 911 communications centers.

Accreditation provides an outside set of eyes to give unbiased feedback on how our agency is performing and how we can improve. It requires our agency to develop a comprehensive set of written directives, provide reports and analyses our Director needs to make informed decisions, and a preparedness program so the agency is ready to address natural or man-made critical incidents. It also guides us to develop and improve our relationship with the community.

Our center maintains compliance with applicable standards, provides proof of compliance and lives the letter and spirit of those standards. CALEA conducts an annual web-based assessment annually and a site-based assessment every four (4) years to ensure continuous compliance with standards.

Our on-site assessment is scheduled to begin July 24, 2023. An assessor will visit our center to confirm compliance with standards and collect information about how the agency operates. The assessment will include observation of agency facilities, equipment, personnel, and operations. There will be interviews with key personnel within the agency, members of partner agencies, government officials, and private citizens.

CALEA has created a public portal designed to receive comments regarding compliance with CALEA standards, engagement in the community, delivery of public safety services, and overall candidacy for accredited status.

These comments can be in the form of commendations or concerns. The overall intent of the accreditation process is to provide information to support continuous improvement.

The public portal can be found here: <http://cimrs2.calea.org/140>

IMPORTANT: CALEA is not an investigatory body and subsequently the public portal should not be used to submit information for such purposes. Additionally, there will be no response other than acknowledgement to submissions; however, the information will be considered in context to its relevancy to compliance with standards and the tenets of CALEA® Accreditation.

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